

# Frequently Asked Questions (FAQs)



## Registering your account

### Who needs to register?

Everyone is invited and encouraged to register their account. It is a great tool that provides our customers with the ability to manage their account 24/7.

### How do I register my account?

Follow the steps below.

- Go to **[www.wichita.gov](http://www.wichita.gov)**
- Click on the **Pay My Water Bill** icon
- Click **Register Your Account**

This new account will allow you to link your paperless billing to the management of your account and gain access to all the great new self-service features.

### What information do I need?

You will need to enter the customer and account number. Please enter all numbers, including the leading zeros.

### Where can I find my customer and account number?

The customer and account number can be found on the bill in the top right corner.

### What can I use as my username?

Username can be any combination of letters or numbers. Username should be set to something that can be remembered as it will be used.

### What if I forget my username?

You may request a username reminder by following the steps below.

- Go to **[www.wichita.gov](http://www.wichita.gov)**
- Click on the **Pay My Water Bill** icon
- Select **Forgot Username** on the login page
- Enter your email address
- Click **Submit**

Your username reminder will be sent to the email address you entered.

### Will I receive a confirmation once I register?

Yes, an email will be sent containing a verification link that you will need to access before logging in for the first time. If you do not see this e-mail in your inbox, please check your junk email folder. If you do not receive the email you may have mistyped your email address during registration. Please email **[UtilitiesSystemHelp@wichita.gov](mailto:UtilitiesSystemHelp@wichita.gov)** for further assistance.

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## **What do I do if I have registered but I cannot log in to the site?**

Please email [UtilitiesSystemHelp@wichita.gov](mailto:UtilitiesSystemHelp@wichita.gov). The Utilities System Help Desk is staffed Monday through Friday, 8:00 am – 5:00pm, with the exception of city holidays. To expedite your request for assistance, please be sure to include your customer and account number in the e-mail. Emails will be answered within 2-business days. If you send a request after business hours, it will be reviewed the following business day. Please note this mailbox will not answer billing account questions.

## **How do I change/update my e-mail address after registering?**

Log in and go to **My Profile**. Click on **Manage Email**, make changes and click the **Update** button.

## **What can I use as my password?**

Password must be a minimum of 8 characters long and include 1 uppercase letter, 1 lowercase letter and 1 number.

## **I cannot log in, my password doesn't work.**

Your password is case sensitive. Please be sure to type the password using upper and lower case characters as needed.

## **How do I change my password?**

You can change your password any time by following the steps below.

- Go to **www.wichita.gov**
- Click on the **Pay My Water Bill** icon
- Enter account information, click **Login**
- Click **My Profile**
- Click **Manage Password**, enter the required information and click the **Change Password** button

Your password reminder will be sent to the email address you entered when you registered.

## **What if I forget my password?**

You may request a password reminder by following the steps below.

- Go to **www.wichita.gov**
- Click on the **Pay My Water Bill** icon
- Select **Forgot My Password** on the login page
- Enter your username
- Click **Submit**

Your password reminder will be sent to the email address you entered when you registered.

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## Payments

### **Can I make a one-time payment without registering?**

Yes. You can make a one-time payment without registering. You must have your customer and account number in order to do so. However, registering will allow you to manage your account, store payment information and utilize the new self-service features.

### **What is my Security Code?**

This is the 3-digit code on the back of the credit card on the signature line. For your protection, credit card Security Codes are required.

### **What if the payment processing system seems delayed or slow while I'm making a payment?**

Payment processing should be a smooth, quick transaction. However, in the event that it seems slow, it is important to click the Submit button **ONLY ONCE**. Clicking submit multiple times may generate multiple payments, in which case your Financial Institution may choose to hold your funds temporarily. Your payment will be processed, and you will receive a confirmation.

### **When will the Water Department know I paid?**

All payments are posted immediately on your account. Payments will be updated nightly Monday through Friday. Payments submitted after business hours or on a City of Wichita holiday will be posted the following business day.

### **Can I pay my bill through online banking?**

Yes. To make payments through your bank, you need to provide your bank with the payment number that can be found on your bill in the top right corner under your customer and account number.

### **Will I receive confirmation of my payment?**

Yes, for one-time online payments a confirmation page will appear with the option to print.

### **What is the third-party payment site?**

The City of Wichita Utilities Billing Department uses a third-party payment vendor to process all web payments, as it provides more robust and enhanced payment options, through a secure website. Safety and security are a top priority in everything we do.

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## Other

### How do I give you updated contact information for my account?

To update your mailing address or phone number, you can do as follows:

- E-mail **[watercustomerservice@wichita.gov](mailto:watercustomerservice@wichita.gov)** and provide us with your updates, please include your customer and account number
- Live Chat with us at **[www.wichita.gov](http://www.wichita.gov)** and click on the Live Chat icon and a Customer Service Representative can assist you.
- Contact our Water Customer Care Center at **(316) 265-1300**. Office hours are Monday – Wednesday & Friday 8:00 am – 5:00 pm and Thursday 9:00 am – 5:00 pm.
- Visit us at **455 N. Main, 8th Floor**. Office hours are Monday Friday 8:00 am – 5:00 pm.

### Can I access my utility payment history?

Yes. You can access your billing and payment history when you register your account.

- Go to **[www.wichita.gov](http://www.wichita.gov)**
- Click on the **Pay My Water Bill** icon
- Click **Register** or **Login** to review account details

### Do I have to pay the full amount of the utility bill?

Partial payments are accepted. However, if the total amount due is not paid by the due date, the bill is considered delinquent and will be subject to late fees and possible service interruption.

### Will paying online prevent service disconnection?

Once shut off nonpayment service order is generated, the customer option to pay online is disabled. Customer will need to contact the Water Customer Care Center at **(316) 265-1300** to make payment. Office hours are Monday – Wednesday & Friday 8:00 am – 5:00 pm and Thursday 9:00 am – 5:00 pm. Customers can also visit us at **455 N. Main, 1st Floor**. Office hours are Monday Friday 8:00 am – 5:00 pm.

### How can I sign up for paperless billing?

To sign up for paperless billing you must first register your account. To register your account follow the steps below.

- Go to **[www.wichita.gov](http://www.wichita.gov)**
- Click on the **Pay My Water Bill** icon
- Click **Register** or **Login**

After you register your account, log in

- Click **Manage Account**
- Click **Yes**
- Click **Save**



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## Can I see a copy of my paper bill online?

Yes, you can see your bills online by following the steps below.

- Go to **www.wichita.gov**
- Click on the **Pay My Water Bill** icon
- Click **Register** or **Login**. Go to **Billing** and **Download (PDF)**.

## How do I notify you that I'm moving?

You can submit your request online by following the steps below.

### OLINE

- Go to **www.wichita.gov**
- Click on the **Pay My Water Bill** icon
- Click **Start/Stop Services**
- Check **Start** or **Stop Service Only** box
- Click **Get Form**
- Complete form
- Click **Submit**

### LIVE CHAT

- Go to **www.wichita.gov**
- Click on the **Live Chat** icon and Customer Service Representative will assist you

### CALL

Contact our Customer Service Call Center at **(316) 265-1300**. Office hours are Monday – Wednesday & Friday 8:00 am – 5:00 pm and Thursday 9:00 am – 5:00 pm.

### VISIT OUR OFFICE

Customers can also visit us at **455 N. Main, 8th Floor**. Office hours are Monday Friday 8:00 am – 5:00 pm.

## I cannot find the answer to my question. How can I contact you?

You may contact us through one of the methods listed below.

### LIVE CHAT

**Go to [www.wichita.gov](http://www.wichita.gov) and click on the Live Chat icon.**

Monday – Wednesday & Friday 8:00 am – 5:00 pm and Thursday 9:00 am – 5:00 pm.

### E-MAIL

**[watercustomerservice@wichita.gov](mailto:watercustomerservice@wichita.gov)**

Emails will be responded to within 2-business days.

### CALL

**(316) 265-1300**

Monday – Wednesday & Friday 8:00 am – 5:00 pm and Thursday 9:00 am – 5:00 pm.

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